



Customer Product Return Policy

Credits issued at time of delivery – Refused Product

For several reasons, it may become necessary for our customers to refuse product at the time of delivery. Our driver will adjust the original invoice for the product returns and correct the invoice total for the following reasons:

- Product is damaged or out of date
- An incorrect item is sent or substituted
- Customer no longer needs the product
- An item is short at the time of delivery

It is important that our customers check-in their orders and verify the accuracy and completeness of their order at the time of the delivery. A.F. Wendling's Foodservice cannot be liable for shortages not recorded on the invoice and will not issue credit once the driver has left the customer's location.

Product Returns

Customers should contact their Sales Consultant for any request to return product(s).

- All merchandise must be returned to A.F. Wendling's Foodservice in saleable condition and in its original unopened container.
- Any requests for returns due to quality issues.
- All returns must have the original A.F. Wendling's Foodservice case label affixed to the outside of the container.
- Requests to return dry products and non-food items must be made within 14 days from the date of the original delivery.
- Requests to return refrigerated or frozen items after 48 hours will not be granted unless for product quality issues or an AFW shipment error.
- Refrigerated Ready To Eat (RTE) products cannot be returned once the delivery has been accepted.
- Requests to return product that has concealed damage or for defective products must be made within 14 days from the original delivery.
- Returns cannot be accepted for made to order, special imprinted or any special ordered item.
- Product returns can only be picked up at the time of your normal delivery.

Once the product is picked up, credit will be issued if appropriate. A pick-up memo is not a credit memo or an authorization to deduct from payment. **ALL PICKUPS ARE SUBJECT TO FINAL APPROVAL BY AFW INVENTORY CONTROL.**

Government Regulations

A.F. Wendling's Foodservice has established these product return guidelines to comply with government HACCP (**H**azard **A**nalysis and **C**ritical **C**ontrol **P**oint) regulations; to help ensure product food safety; to protect product quality and to minimize the potential for temperature fluctuations that will reduce the quality or shelf life of refrigerated and frozen products.